

Microsoft 365 Helpdesk Support (1 Day)

Code: M365-204

About this course

This course is specifically designed for aspiring Microsoft 365 Helpdesk Support professionals, covering everything from fundamentals to advanced troubleshooting. Participants will learn about user management, security, common problem resolution, and utilizing various Microsoft 365 support tools.

Product:	Microsoft 365
Prerequisites:	Microsoft 365/Office 365 License.
Audience(s):	System (IT) administrators or Microsoft 365/Office 365 who want to learn about administration in Microsoft 365/Office 365.
Language:	Speaker Thai / Presentation English & Thai
Time:	9:00-12:00 and 13:00-16:30 (1 Day)

Module



Module 1: Introduction to Microsoft 365

Lessons:

- What is the Microsoft 365?
- Overview Microsoft 365/Office licenses
- Key features and user benefits



Module 2: Manage users, groups and passwords

Lessons:

- Identity models for Microsoft 365
- Create and manage users and user licenses
- Create and manage guest users
- Configure external collaboration settings
- Create and manage contacts
- Create and manage groups
- Manage user passwords



Module 3: Security and Compliance Basics

Lessons:

- Basic security features
- Implement multifactor authentication
- Report and handle basic security alerts



Module 4: Email and Calendar Support

Lessons:

- Manage mailboxes, shared mailboxes
- Delegation and shared calendar
- Advanced email and calendar features



Module 5: Basic Troubleshooting

Lessons:

- Microsoft 365 common issues and troubleshooting
- Troubleshoot client connectivity
- Troubleshoot email synchronization
- Troubleshoot email delivery issues
- Handle account lockout



Module 6: Support Tools and Resources

Lessons:

- Monitor the health of your Microsoft 365 services
- Request assistance from Microsoft
- Overview of the Microsoft 365 admin center
- Access and navigate Microsoft support resources
- Escalate issues to higher-level support or Microsoft